



The Solutions Network

Rochester, New York

Securing Environmental Outcomes

**Adding Environmental Performance
to Performance-Based Service Contracts**

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Why add environmental performance clauses to your service contract?



- Worker health concerns
- Leadership opportunity
- Costs of worker injuries
- Federal mandates
- Environmental liabilities
- Because *there are* safer, cost-effective alternatives
- Improved Indoor Air Quality

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Greening Statutes and Executive Orders



EO 12843
Ozone
Depleting
Substances

EO 12845
Energy Efficient
Computers

EO 13101
Waste Prevention,
Recycling
Federal Acquisition

EO 12902
Energy Efficiency
and
Water Conservation

EO 13148 –
Environmental Leadership

EO 12856
Pollution Prevention

EO 12669
Community
Right-to-Know

E. O. 13327 – Federal Real Property
Asset Management

E.O. 13123 Energy Efficient
Management

Resource Conservation and
Recovery Act (RCRA) Sec. 6002 –
(40 CFR 270)

2002 Farm Bill Sec. 9002

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E.O. 13327 - Federal Real Property Asset Management



- Senior property managers shall
 - “**make life-cycle cost estimations associated with the prioritized actions;** “
 - “**incorporate planning and management requirements ... for environmental management under Executive Order 13148**”
- Performance measures to include ...
 - “**the environmental costs associated with ownership of property, including the costs of environmental restoration and compliance activities**”

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FAR Subpart 23.703 -



“Agencies must:

(a) Implement cost-effective contracting preference programs favoring the acquisition of environmentally preferable and energy efficient products and services; and

(b) Employ acquisition strategies that affirmatively implement the following environmental objectives:

- Maximize the use of environmentally preferable products and services;
- Maximize the use of energy-efficient products;
- Eliminate or reduce the generation of hazardous waste...;
- Promote the use of non-hazardous and recovered materials;
- Realize life-cycle cost savings;
- Promote cost effective waste reduction...;
- Consider use of biobased products.

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Environmentally Preferable Services?



- Custodial Services
- Operation and Maintenance
- Landscaping and Land Management
- Concessioner Operations
- Waste Removal
- Demolition



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Scoping the Desired Environmental Outcomes



- What products and waste generating activities are associated with this service?
- Do third-party environmental standards exist for these products or activities?
- Which federal mandates are relevant?
- How does my facility's Environmental Management System relate to this service contract?

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Benchmarks for Green Buildings



- **Green Seal Facilities and Operations Standard**



- **DOI Greening Goals Facility Survey**



- **LEED for Existing Buildings**

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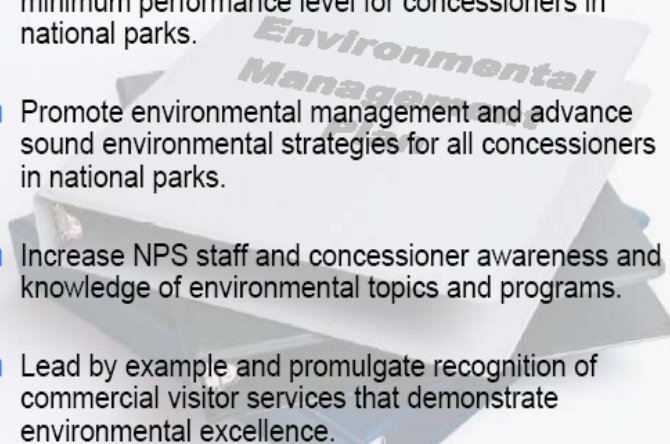
Ways to Secure Outcomes



- Environmental performance requirements in SOW
- Environmental submittals in response to solicitation
- Source selection factors include environmental performance criteria
- Incentives to provide green products/services (award fee)

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CoEMP Goals

- 
- A logo for "Environmental Management" featuring a stylized sunburst and the text "Environmental Management".
- ☐ Achieve and maintain environmental compliance as a minimum performance level for concessioners in national parks.
 - ☐ Promote environmental management and advance sound environmental strategies for all concessioners in national parks.
 - ☐ Increase NPS staff and concessioner awareness and knowledge of environmental topics and programs.
 - ☐ Lead by example and promulgate recognition of commercial visitor services that demonstrate environmental excellence.

Program Opportunities

CONTRACT PLANNING

Determining "Necessary & Appropriate" Visitor Services

CONTRACT DEVELOPMENT

Incorporating Environmental criteria & responsibilities

CONTRACT AWARD

1/3 of evaluation points based on responses to "resource protection"

CONTRACT EVALUATION STDS.

Yearly operational evaluations include environmental criteria



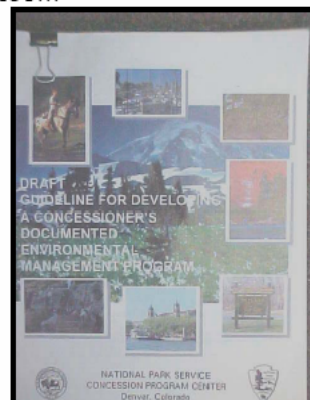
Environmental Management



EMP

"...The EMP shall account for all activities with potential environmental impacts conducted by the Concessioner or to which the Concessioner contributes. The scope and complexity of the EMP may vary based on the type, size and number of Concessioner activities under this CONTRACT..."

- ❑ Policies
- ❑ Goals/Targets
- ❑ Responsibility and Accountability
- ❑ Documentation
- ❑ Information Management
- ❑ Reporting
- ❑ Communication
- ❑ Training
- ❑ Monitoring, Measurement, & Corrective Action



Success Indicators







PARTNER MEMBER
"Green" Hotels Association
<http://www.greenhotels.com>



Xanterra Parks & Resorts Supports Sustainable Fishing

By Catherine Foster, K. K. Resorts, we believe that there are few more fundamental ways to ensure the long-term success of our resorts than by supporting sustainable fishing. To that end, we have partnered with the National Oceanic and Atmospheric Administration (NOAA) to support sustainable fishing practices and promote the use of sustainable fishing gear. This partnership is a key part of our commitment to sustainable tourism and responsible travel.

As part of this partnership, we have developed a set of guidelines for our resorts that will help us to support sustainable fishing practices and promote the use of sustainable fishing gear. These guidelines will be used by our resorts to ensure that they are in compliance with the NOAA guidelines and to help us to support sustainable fishing practices and promote the use of sustainable fishing gear.

We are using the Xanterra Big Adventure Safari to support sustainable fishing practices. The Big Adventure Safari is a key part of our commitment to sustainable tourism and responsible travel. We are using the Big Adventure Safari to support sustainable fishing practices and promote the use of sustainable fishing gear. This partnership is a key part of our commitment to sustainable tourism and responsible travel.

THE BIG ADVENTURE SAFARI

Our resorts are proud to be part of the Big Adventure Safari. The Big Adventure Safari is a key part of our commitment to sustainable tourism and responsible travel. We are using the Big Adventure Safari to support sustainable fishing practices and promote the use of sustainable fishing gear. This partnership is a key part of our commitment to sustainable tourism and responsible travel.

Catherine Foster
 Xanterra Parks & Resorts



Scope of Custodial Services



- 1 year contract, 4 1-year options
- Gross area: 1,423,745 s.f.
- Occupant population: 2,936
- Products:
 - Chemical cleaners, cleaning equipment, bathroom products
- Services:
 - daily cleaning, floors maintenance, trash removal and recycling, exterior windows (annually), venetian blinds (annually), elevator services, snow removal

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Cleaning Contract Goals



- Use the least aggressive, safest product that is effective for the cleaning task
- Use products with biobased content when possible
- Maximize use of recycled content products
- Maximize occupant recycling and building diversion rates
- Support Green Building Certification

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Green Seal Standard Criteria



- Overall toxicity
- Carcinogenic/reproductive toxicity
- Skin/eye irritant
- Sensitization
- Combustibility
- Photochemical smog/ozone/IAQ
- Aquatic toxicity
- Aquatic biodegradability
- Eutrophication
- Packaging
- Concentrates
- Fragrances
- Prohibited Ingredients
- Training
- Animal testing

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PAPER and Non-Chemical Products



- Bathroom tissue*
 - 20-60% PCW
 - Paper towels*
 - 40-60% PCW
 - Facial tissue
 - 10-15% PCW
 - Industrial wipers*
 - 40% PCW
 - Toilet seat covers
 - Plastic trash bags*
 - 10 – 100%
 - Recycling containers*
 - 20- 100% PCW, plastic
 - Janitorial carts
 - Plastic mop buckets
- * Comprehensive Procurement Guideline item

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How Contract Was Modified



- Incorporation into Solicitation and Specifications
 - Section C - Scope of Service
 - Section L - Instructions to Offerors
 - Section M - Evaluation Factors for Award
 - Attachments
- Evaluation Plan: Environmental Preferability Given 1/3 of Total Rating
- Two Panels: Technical Evaluation Panel and Environmental

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Cleaning Chemical Characteristics



Product Category	MANDATORY				DESIRABLE			
	Does not contain Chesapeake Bay Toxics of Concern or 33/50 Target Pollutants	Not in a sealed aerosol spray can	Does not contain known or probable carcinogen	Is not a hazardous waste when disposed of	Minimizes Skin, Eye, and Lung Irritation	Biodegradable (verified by testing?)	Fragrance and Dye Additives	Recyclable Content Packaging/ Minimizes Non-recycl Waste
All-Purpose Cleaner	(If yes, identify which chemical)	(yes/no)	(If yes, which chemical)	(yes/no)			(yes/no; yes/no)	
General Degreaser								
General Disinfectant								
Floor Stripper								

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OFFEROR COMPANY NAME:

Section Recycled Content Products

Part F and G: Recycled Content Products
Mandatory and Desirable Characteristics

* Offerors must identify the brand name and manufacturer in the first column below for each offered recycled content product, attach supporting documentation, and submit a sample of the product for efficacy testing

Product Categories	Estimated Purchase Volume Over Contract Life	Recovered Material Content	Post-consumer Content	Deinking Agent	Bleaching Agent
Bathroom tissue		(mandatory min. = 100%)	(mandatory min. = 20%)		
Paper towels		(mandatory min. = 100%)	(mandatory min. = 50%)		
General purpose industrial wipers		(mandatory min. = 100%)	(mandatory min. = 40%)		

.gov

Section M - Source Selection

- 30% Environmental

“ Completeness and thoroughness of submittal addressing environmental preferability/recycled content products and strategies for execution of a successful waste reduction/recycling program”

- Experience - 15%

(partially assigned to environmental)

Update: Summer 2004



- Chimes, a NISH affiliated work center, working since starting 9/01
- Chimes has now converted almost all of their sites in the DC Metro Area
- Over 20 million s.f. of federal office space cleaned with certified cleaners
- Improving indoor air quality for 90,000 federal office workers and workplace safety for 1,400 disabled workers!!!!

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Cleaning Contract Resources



- DOI/NISH Guidance
<http://greeninginterior.doi.gov/sustain/clean.html>
- Check list for Assessing Baseline Conditions
- Transition Planning Suggestions
- ASTM Standard E 1971 – Stewardship for the Cleaning of Commercial and Institutional Buildings
- Green Seal Standards
- DOI Custodial Contract Language

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JWOD Certified Green Cleaners



- St. Louis Lighthouse for the Blind
 - Rochester Midland

<http://www.lhbindustries.com/> click on enviro cleaners
- Blind Industries and Services of Maryland
 - Envirox and 3M Twist & Fill

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